

# *Disasters Happen*

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Preparedness Director  
Public Health – Seattle & King County



# *When Disaster Strikes King County Again...*

- ❑ Will we be able to protect our staff and carry out our mission?
- ❑ Will we use our resources most efficiently?
- ❑ Will we have the information we need to respond effectively?
- ❑ Will we make the right decisions regarding how our health care system will function?

# A Disaster Scenario (part 1)

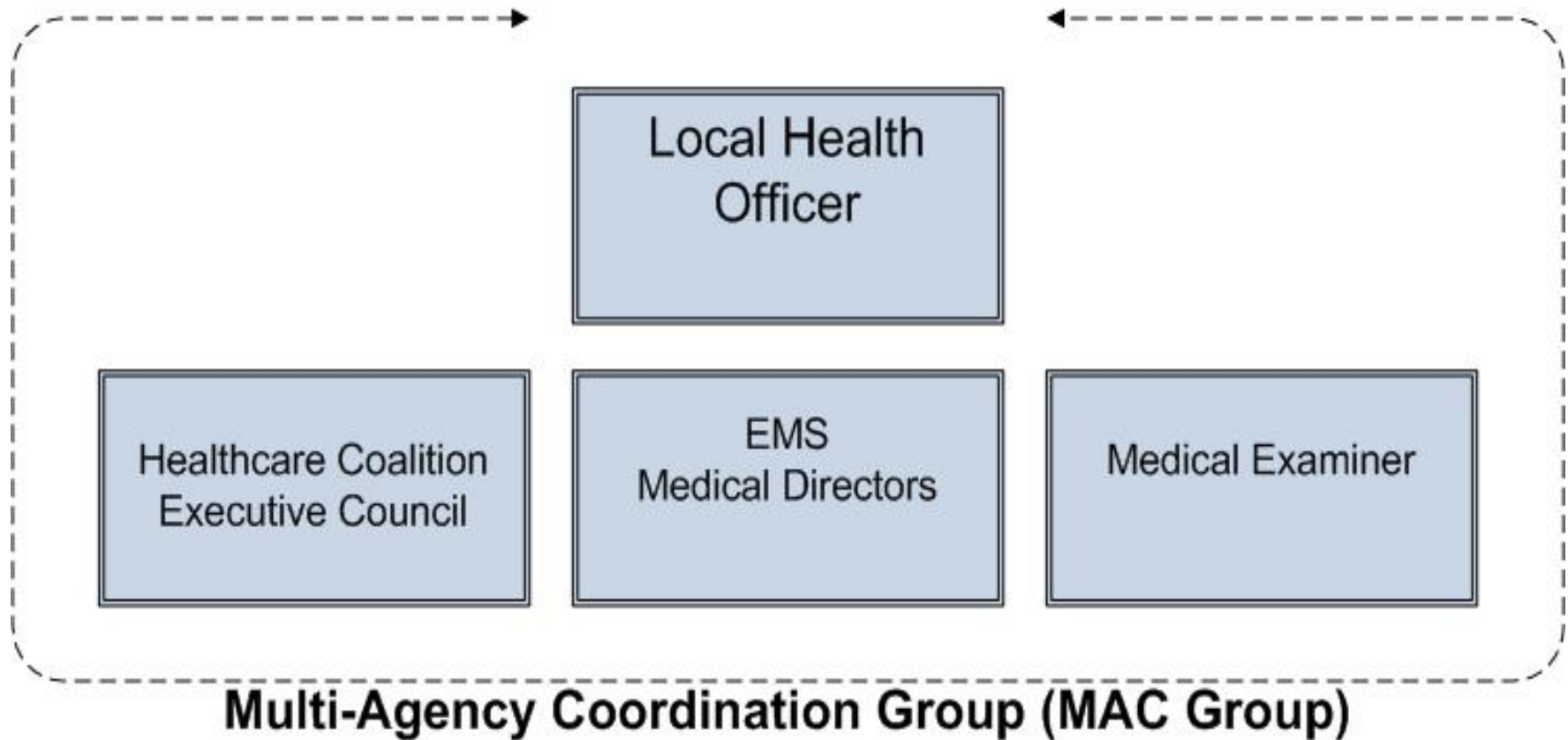
- ❑ A large, devastating earthquake hits King County
  - ❑ disrupting infrastructure
  - ❑ damaging and destroying many buildings
  - ❑ frightening everyone.
- ❑ Several nursing homes are evacuating
- ❑ Many hospitals are damaged



# *Health and Medical Response Command Structure*

- ❑ Coordinate and implement system-wide policy decisions during emergencies
- ❑ Incorporate the continuum of care into decision making and response
- ❑ Acknowledge the Local Health Officer as the lead decision maker for the countywide health and medical response

# Health and Medical Response Command Structure

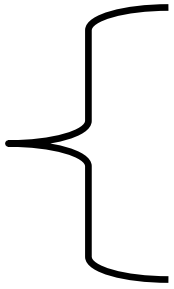


# Health and Medical Response Command Structure

- ▣ What circumstances may warrant activation of a MAC Command Structure?
  - ▣ Medical resources may require prioritization
  - ▣ Standards of care may need to be altered
  - ▣ Healthcare facilities have been damaged / destroyed causing impacts throughout the system
  - ▣ Damage to supporting infrastructure (power, roads, communications) significantly impacts operations

# Health and Medical Response Command Structure

## □ Types of events with MAC activated:

- 
- Earthquake
  - Influenza Pandemic
  - Bioterrorism event
  - Severe wind storm (2006)
  - Ice / snow storm (1996)
  - Region-wide power failure (Northeast US 2003)

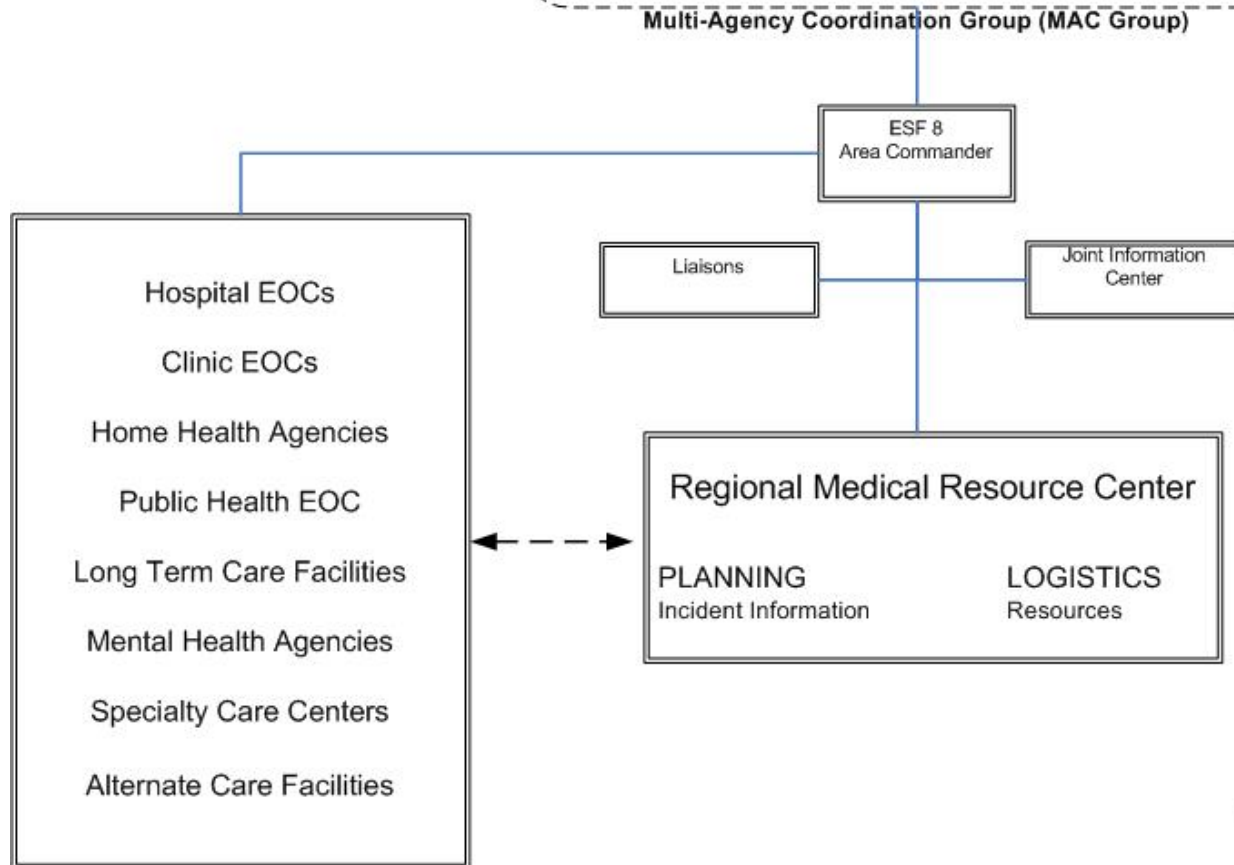
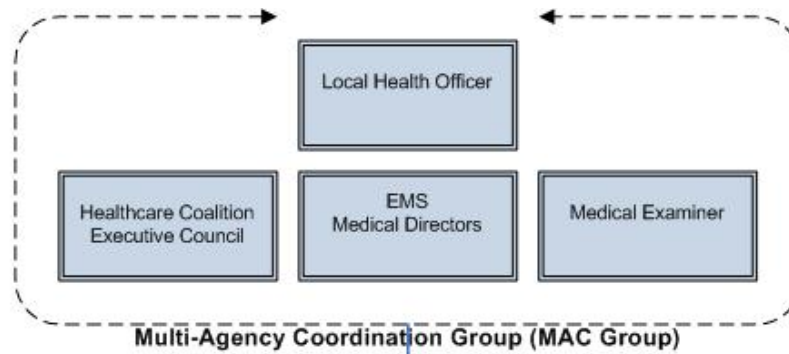


# A Disaster Scenario (part 2)

- ❑ MAC has been activated
- ❑ Healthcare partners have activated emergency plans
- ❑ 3 hospitals must be evacuated
- ❑ Healthcare facilities have difficulty staffing key functions
- ❑ Huge public demand for information regarding EMS status, ER availability, medical advice for injuries; overwhelms telephone centers countywide







## Proposed Area Command Structure (ESF-8)

Coordination Relationships -----  
Lines of Authority \_\_\_\_\_

# Health and Medical Response Response Structure

- Regional Medical Resource Center will:
  - Identify, mobilize and track medical resources
  - Collect and report situational status for healthcare organizations
  - Ensure healthcare system partners can connect with key local agencies and EOCs for non-medical support
  - Support Alternate Care Facilities, coordination of Call Center resources, management of volunteer medical staff

# Healthcare System Preparedness



Prepare. Respond. Recover.

- ❑ Preparing together for disasters is key
- ❑ Planning, training, exercising, coordinating and communicating in advance

- ▣ What is your role?
  - ▣ Participate in preparedness efforts
  - ▣ Share contact information with the RMRC and key local agencies
  - ▣ Develop emergency response and business continuity plans
  - ▣ Participate in mutual aid – provide assistance when possible



KING COUNTY  
Healthcare  
Coalition

Prepare. Respond. Recover.

# Looking Back

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## *...Moving Forward*

David Grossman, MD

Vice-Chair, Executive Council

Medical Director, Preventive Care, Group Health

“When a disaster hits, Americans rely on a fragmented healthcare system to miraculously mount a timely, cohesive, and effective recovery effort. Yet, the carefully orchestrated and sequenced medical responses to disasters lean on a disjointed health system.”

“Closing the Seams: Developing an integrated approach to health system disaster preparedness”, Price Waterhouse Coopers, 2007



# *Vision...*



**A coordinated response across the continuum of healthcare that meets the health and medical needs of the community during an emergency**

# Coalition - Background



Prepare. Respond. Recover.

- More than 60 member and partner organizations
- Member organizations represent the continuum of care
  - *Hospitals, Medical Groups , Safety Net Providers, Tribal Clinics, Pediatric Providers, Home Health and Home Care, Long Term Care, Mental Health, Specialty Providers – Dialysis, Blood, Poison Center*
- Governed by an Executive Council
- Funded by local and federal resources

# *Our Best Insurance Policy*



Prepare. Respond. Recover.

Preparedness is a form of "insurance," a necessary investment that we must make to ensure that we can build resiliency in our organizations and respond effectively as a community during emergencies

# Regional Preparedness Roles



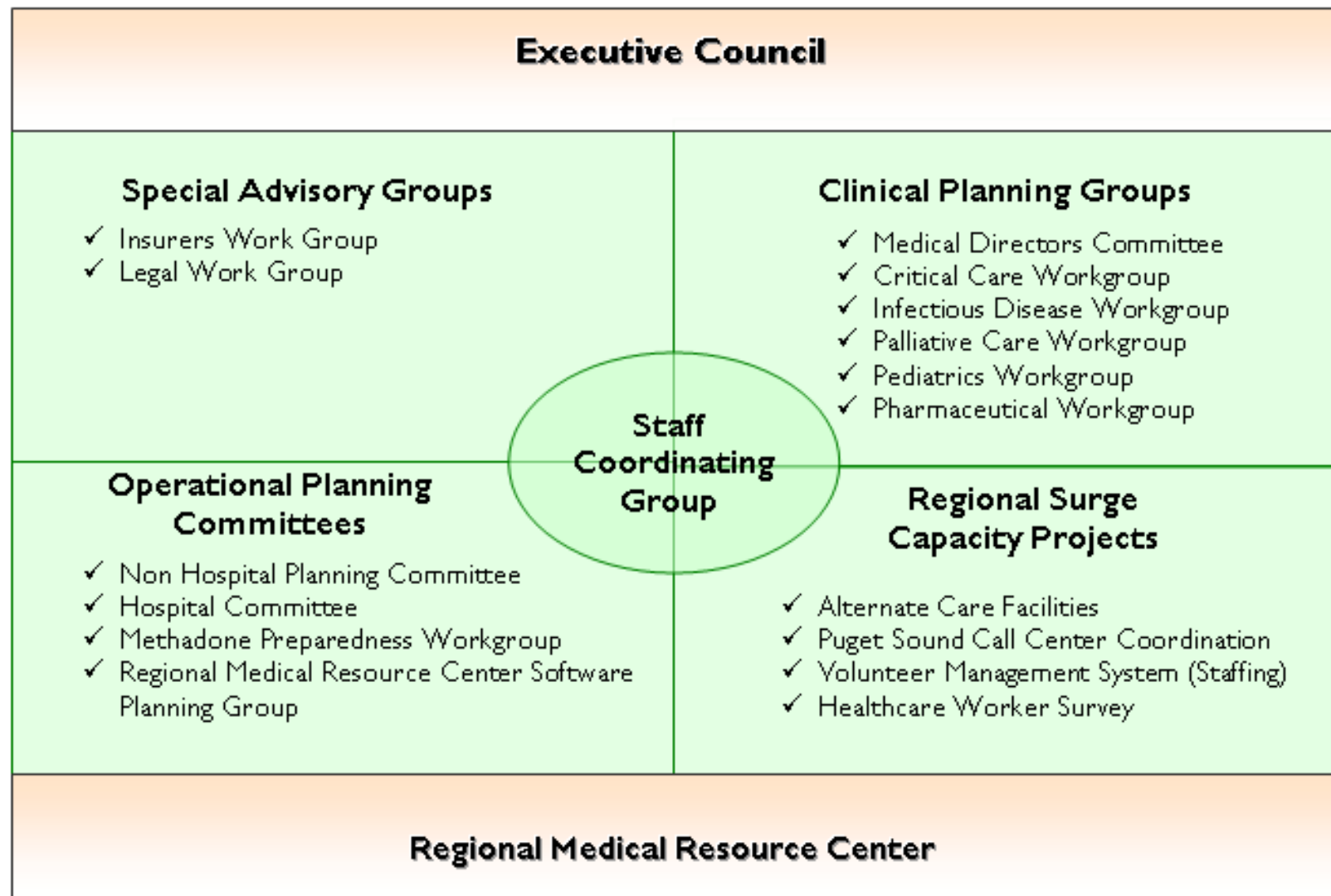
Prepare. Respond. Recover.



*Coalition*

- Surge Capacity and Capability Planning
  - Alternate Care Facilities
  - Call Center Coordination
  - Volunteer Management System
  - Antiviral/Vaccine Distribution
- Training and Exercises Coordination
- Regional Medical Resource Center
  - Critical Infrastructure Planning
  - Communications and Coordination
  - Resource and Information Management
- Memorandums of Understanding (MOU)

# Healthcare Coalition Preparedness Structure



# 2007: Building the Regional Response Infrastructure

- Alternate Care Facilities (ACF)
  - ▣ Activated first medical needs shelter in December 2006 at Bellevue Community College during the windstorm
  - ▣ Memorandum of Understanding signed between Public Health and the Seattle Center for the first ACF in King County
  - ▣ Coordinating with EMS, police, fire, and the Red Cross
- Coordination of Regional Trainings & Exercises
  - ▣ Annual Drill Tested Evacuation and Communications
- Developing the Regional Medical Resource Center
  - ▣ Acquisition of KCHealthTrac
  - ▣ Supported health and medical response during the windstorm
  - ▣ Mitigated impact of I-5 closure through informational bulletins





*“The unfortunate reality is that it only takes one large disaster to wipe out all the hard work and reputation of a health care facility.”*

— Robert Freitas, MHA, Division of International Disaster and Emergency Medicine, Harvard Medical Faculty

# Organizational Preparedness Responsibilities



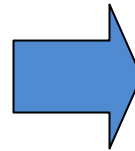
Prepare. Respond. Recover.

## *Organizations*

- Surge Capacity and Capability Planning
- Training and Exercises
- Continuity of Operations Planning
- National Incident Management System (NIMS) Compliance (Hospitals)

Every year healthcare standards get more rigorous  
and more community-based

- Regional Medical Resource Center
- Alternate Care Facilities
- Call Center Coordination
- Coalition Committee Meetings
- Regional Trainings & Exercises
- Communications and Coordination



**The Coalition assists  
organizations in meeting  
over 50% of Joint  
Commission emergency  
management standards**

# 2007: Coalition Support to your Organization

- Surge Capacity and Capability Management
  - ▣ Resource acquisition for hospitals and healthcare
- Trainings & Exercises
  - ▣ Hands-on hospital/EMS evacuation training
  - ▣ NIMS tools and trainings
  - ▣ Monthly radio drills
- Continuity of Operations Planning
  - ▣ RMRC facilitated utility and telecommunications prioritization for facilities
  - ▣ RMRC mitigated impact of I-5 closure through informational bulletins

# Leveraging Competitive Opportunities

- Public Health and the Coalition were awarded a \$1.9 million competitive partnership grant that will fund continued and new work into 2008
  - ▣ The Coalition was 1 of 11 communities in the country
  - ▣ Funds were awarded by the Federal Department of Health and Human Services and must be spent by July 31, 2008
- NACCHO funded Web-based toolkit created to assist other jurisdictions in developing healthcare coalitions

- **Surge Capacity and Capability**
  - ▣ Alternate Care Facility operational plan and budget
  - ▣ Call Center Coordination plan
  - ▣ Develop Volunteer Management System
  - ▣ Support Hospital ED Saturation improvements
  - ▣ Facilitate healthcare fatality management planning
- **Training & Exercises**
  - ▣ Train and test alternate care facilities, organizational and regional antiviral dispensing plans, and mass fatality response
- **Regional Medical Resource Center**
  - ▣ Rollout of KC Healthtrac to healthcare system
  - ▣ Educate partners on RMRC roles and procedures



- **Continuity of Operations Planning**
  - ▣ Small Grant Awards and Workshops for Non-Hospital Providers that work with at risk populations
- **Healthcare Worker Survey on Reporting to Work in Emergencies**
  - ▣ In collaboration with the Northwest Center for Public Health Practice and Group Health
- **Healthcare Coalition Program Evaluation**
  - ▣ In collaboration with the Northwest Center for Public Health Practice

# *Your Leadership Plays a Critical Role*



Prepare. Respond. Recover.

## Lessons learned from disasters around the nation:

- ❑ Leadership is key to weathering a crisis
- ❑ Real-time access to information is vital to keeping internal and external audiences knowledgeable
- ❑ Collaboration – between public health, hospitals, healthcare agencies and other community organizations – is crucial to organizational survival and regional response

# *Be a Leader on Preparedness*



Prepare. Respond. Recover.

- Champion preparedness within your organization
- Build the trust now with your staff that you will need when the disaster strikes
- Ensure your staff have the support they need to do this work — this is not going to go away!
  - ▣ Dedicated staff
  - ▣ Resources

# *We Need Your Help*

- ❑ Continue to donate your organizational expertise to committees and projects
- ❑ Timely response to limited requests for your support and advocacy throughout the year
  - ❑ Healthcare Worker Survey
  - ❑ Coalition Evaluation
- ❑ Attendance at Annual Meeting and other meetings as needed
- ❑ Assist in identifying future funding opportunities

*Support the King County  
Healthcare Coalition Now  
And It Will Be There When  
You Need It*



KING COUNTY  
Healthcare  
Coalition

Prepare. Respond. Recover.

# ***KCHHealthTrac: Incident Management Software***

Allison Schletzbaum

Project Manager

King County Regional Medical Resource Center



KING COUNTY  
Healthcare  
Coalition



Tracking resources, alerts and communications for a better King County

## **Users Login Here**

Username:

Password:

Login

[Forgot your password?](#)



# *What is KCHealthTrac?*



Prepare. Respond. Recover.

KCHealthTrac is an Incident Management software system designed to support the ESF-8 Health and Medical response and Healthcare Coalition members and partners.

# System Features

- ❑ Resource & Pharmaceutical Tracking
- ❑ Bed Availability
- ❑ GIS Mapping
- ❑ Document Archive – “Knowledgebase”
- ❑ Secure & Archived Communications – “Command Center”
- ❑ Alert Manager
- ❑ Patient Tracking
- ❑ ED Saturation/Diversion Status
- ❑ Contact Management
- ❑ Reporting Features Can Export All Data Elements

# 2008 Rollout Features

- Resource & Pharmaceutical Tracking
- GIS Mapping
- Document Archive – “Knowledgebase”
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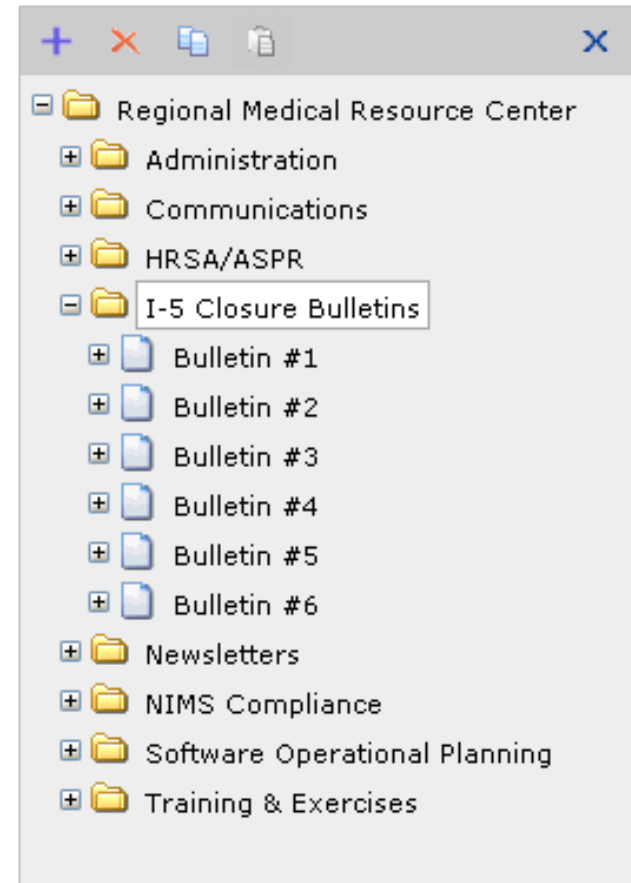
# Resources & Pharmaceuticals

- Customizable Categories
- Unlimited Number of Items that can be Tracked

Category	Quantity	Available to Share	Contact	Last Update
Communications Equipment	<input type="text" value="3"/>	<input type="text" value="0"/>	<input type="text" value="Martin, Chris"/>	<input type="button" value="Save"/>
Communications Equipment	180	20	Martin, Chris	11:02 AM
Communications Equipment	9	3	Newcombe, Anne	
			Schletzbaum, Allison	
			Schletzbaum*, Allison	04:02 PM
			Sipes, Michael	
Respiratory Equipment	27	0	Michael Sipes	06/06 11:10 AM
Respiratory Equipment	0	0	Michael Sipes	06/06 11:10 AM
Respiratory Equipment	15	0	Michael Sipes	06/06 11:10 AM
Respiratory Equipment	6	0	Michael Sipes	06/06 11:10 AM

- Facilities Can Track Items Beyond What the Healthcare Coalition is Requesting
- Information Will be Shared Among Sector Partners
- Not Designed to Replace In-House Systems for Daily Operations

- ❑ Storage for Reference Documents
- ❑ Information Sharing Within Committees
- ❑ Streamlined Document Editing/Review
- ❑ Document Access Control



# Command Center

https://www.kchealthtrac.org - safetynet test - Microsoft Internet Explorer

| Log out of Room | Chat History | Current Room: safetynet test

### Room Notes

[Edit Notes](#)

No Notes Attached

### Room Resources

[Upload File](#)

File	Created By	Date	Delete
<a href="#">Sign</a>	Allison Schletzbaum	08/27/07 11:37	

Total Files: 1

Note: To save a file to your computer, Right click and select "Save Target As".

### Notifications

No Members Assigned

(3:08 PM) Aimee Welch: asldkf;asdhf  
(09:35 AM) Allison Schletzbaum: This is a test of this CommandCenter Room.  
(09:36 AM) Allison Schletzbaum: \*\*\* File [Sign](#) was added to Room Resources. \*\*\*

### Present (1)

Allison Schletzbaum

### Not Present (11)

- Aimee Welch
- Anne Newcombe
- Ryan Arneson
- Cynthia Dold
- Danica Mann
- Dan Nelson
- Joshua Spain
- Michael Patock

[Send](#)

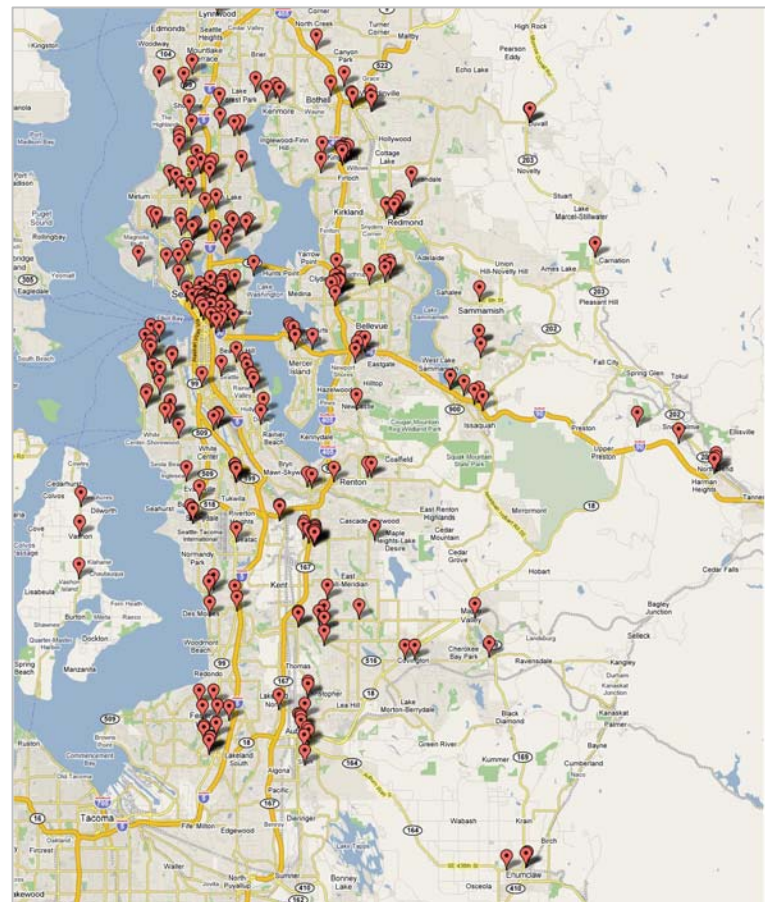
Internet

- ❑ Preparedness
  - ❑ Bulletin Boards
  - ❑ Committees can Conduct Subject-Specific Discussions
- ❑ Response
  - ❑ Chat Rooms
  - ❑ Ability to Attach Reference Files
- ❑ Can Create Conferences & Rooms
- ❑ Permissions Based Communication
- ❑ Archived Communications

- Alerts can be sent by:
  - Phone
  - Text Message
  - Email
  - Pager
- Each user maintains their own contact information and alerting preferences



- Users can create customizable maps by:
  - ▣ Resource Type
  - ▣ Healthcare System
  - ▣ Sector
  - ▣ Radius
  - ▣ Trauma Level
  - ▣ Special Services
  - ▣ Open/Closed Facilities



# System Specifications

- ❑ System Designed by ImageTrend
- ❑ Web-Based System
- ❑ Remote Hosted System (Minneapolis & Chicago)
- ❑ 24/7 Server Monitoring
- ❑ 24/7 Tech Support
- ❑ Unlimited Logins
- ❑ HIPAA Compliant

# Other ImageTrend Customers

- Three (3) statewide Resource Bridge Systems (MN, WI, NE)
- Eight (8) statewide EMS pre-hospital systems (MN, NE, MO, NH, GA, ME, WI, WA)
- Healthcare Software Systems
  - ▣ Over 6 million incidents
  - ▣ Over 71,000 users of ImageTrend's Emergency Data Systems
- Additional Products include custom data management systems and content management systems (e.g., human resources, student information systems)

# Proposed Rollout Timeline

	Fall 2007	Winter 07/08	Spring 2008	Summer 2008	Fall 2008	Winter 08/09	Spring 2009
<b>Hospitals/Public Health</b>	Configuration in Progress	Training	Exercise				
<b>Ambulatory Care</b>							
SafetyNet Providers							
Hospital Based Clinics							
Tribal Clinics							
Medical Groups							
			Kickoff & Configuration	Training			Exercise
<b>Long Term Care</b>							
Nursing Homes				Kickoff & Configuration	Training	Exercise	
<b>Home Health Agencies</b>				Kickoff & Configuration	Training	Exercise	
<b>Palliative Care &amp; Hospice</b>				Kickoff & Configuration	Training	Exercise	
<b>Dialysis (NW Kidney Centers)</b>				Kickoff & Configuration	Training	Exercise	
<b>Mental Health</b>		Kickoff & Configuration	Training	Exercise			

# Organizational Uses

- Tracking
  - ▣ Available spaces/appointments
  - ▣ Interpreters
  - ▣ Shared Resources within your system
- Situational Monitoring
  - ▣ Tracking the status of a group of facilities
  - ▣ Allow employees to centrally report response activities
- Connecting with the Healthcare Coalition
  - ▣ One-stop-shop to connect with the Coalition Response

# *Future Enhancements*

- Enhance the Alerting System
- Create a centralized contact management system
  - ▣ Manage users by organization, function, and other demographic characteristics
- Scenario-Based Reporting
  - ▣ Streamline healthcare facility reporting
- Patient Tracking

# Next Steps

- ❑ Pilot Training Session
- ❑ Training Material Refinement
- ❑ Sector Outreach for Software Customization
- ❑ Hospital Rollout – January 2008
- ❑ Sound Shake Exercise – March 2008

*...and of course*

We will maintain printed copies of all information in KCHealthTrac to ensure that we are prepared if it is not available.